

## **Professional Code of Conduct and Ethical Behavior**



To ensure the rights and safety of all WorkOne employees joined together as service providers in one service delivery system, a professional code of conduct team was selected with representation from each provider to develop a code of conduct to be implemented in all WorkOne offices (full-service and express sites) and in all communications between these agencies.

The current staff representing the Department of Workforce Development, Job Works, KV Works, Workforce Development Services, and the Center of Workforce Innovations, must adhere to a level of conduct that is equal to the highest standards set within business and industry. Providing services to our communities requires a high degree of quality and commitment to customers, characteristics we have a right to expect among ourselves as well. This means that a set of standards was developed by the committee. The following list of requirements considered to be the most important to create an optimal work environment for all concerned will be expected for all employees to follow. By signing off on these standards WorkOne associates agree to and will abide by their intent and parameters.

### **Therefore Region 1 WorkOne System adheres to the following:**

- *Honesty*
- *Respect*
- *Professionalism*
- *Team Work*
- *A Positive Environment- one that is considered safe for all*

**And to ensure all staff is equipped to carry out their respective roles we agree to utilize all methods that will result in:**

- *Positive, effective communication for and with all*

**To that end we, as a WorkOne staff and associates of this system, will conduct ourselves professionally and accept nothing less from those we work with utilizing the following points to achieve this:**



### **honesty**

- ✚ We expect and maintain total honesty in every aspect of daily operations;
- ✚ In all actions, we act prudently, honestly, and responsibly; and
- ✚ We will perform only WorkOne duties and activities while on work time utilizing work property or supplies for WorkOne job duties only.

### **respect**

- ✚ All activities within the WorkOne will be done with decorum and respect for other employees;
- ✚ All WorkOne staff will respect the functional positions and duties within all offices;
- ✚ All WorkOne property will be held in respect as will the property of others;
- ✚ All WorkOne staff will respect the dignity and rights of other WorkOne employees and clientele which will be shown through positive behaviors and language; and
- ✚ Though differences may come up, staff will respect the opinions and actions of others and strive to resolve differences directly with that/those person(s) without including others outside the situation.

### **professionalism**

- ✚ All staff will act in a positive, professional manner in dealing with clients and co-workers, striving to exceed the expectations set forth by the Region 1 customer service benchmarking definitions;
- ✚ Communication will be directed appropriately to the individual(s) and supervisors involved;
- ✚ When a client-related incident or issue arises, it will be handled away from client traffic by the staff involved with the Functional Supervisor assisting when necessary;
- ✚ In keeping with the Governor's plan of Raising Everyone Up a Level, WorkOne staff will perform their tasks to the best of their ability striving to raise the bar for customer service within the WorkOne;
- ✚ Workone staff will maintain a clean work environment;
- ✚ WorkOne staff will perform their jobs at the highest level of ability and skill taking pride in the work we are doing for the Region; and
- ✚ Staff will respond with compassion when dealing with clients or co-workers without unduly imposing their own set of beliefs.



### **teamwork**

- ✚ WorkOne staff will work together as one for the good of the client, each office, and Region 1 outcomes;
- ✚ WorkOne staff will follow the attendance and reporting procedures for each office when an absence or tardiness occurs in order to insure proper coverage and maintain a positive work environment; and
- ✚ WorkOne staff, to promote uniformity, will follow the dress code as set by DWD and adopted by the Region 1 Workforce Board.

### **positive, safe environment**

- ✚ WorkOne staff will maintain a safe and positive work environment;
- ✚ All work related injuries will be promptly reported to all necessary parties;
- ✚ WorkOne staff will maintain proper personal hygiene and follow good sanitary practices;
- ✚ Smoking authorized in designated areas only;
- ✚ All WorkOne staff will cooperate fully with Leadership Team members to determine the quality of customer service and work delivered to our clients to continue looking for improvement throughout our Region.



### **Using positive, effective communication**

- ✚ The Leadership Team will commit to gain consensus on all items that are of a regional nature and will see that communication both within their respective functional roles and formal roles will take place in a uniform manner. (see next item for process)
- ✚ Functional Supervisors will communicate Leadership directives to the Local Service Teams who will communicate this information to their respective team members. This information will also be given to the formal supervisors responsible for the staff within the offices.
- ✚ Each Local Service Team member should have a back up to perform these duties in a team leader's absence.
- ✚ Lunch hours, meetings, vacations, and other situations requiring coverage consideration should be communicated within the offices between all partners. For vacations and other planned absences, the team should be consulted to determine staffing needs and coverage. The functional supervisor and the formal supervisor need to be made aware of these situations.
- ✚ Any changes in staff schedules or unexpected meetings or duties which would pull staff out of an office should be communicated by the formal supervisor to the functional supervisor. The employee should report it to their respective team leader.



- As issues and concerns arise, we direct these concerns first to those with whom the incident occurred, and if not resolved, take it to the supervisor who is able to resolve the issue.
- Emails should maintain a professional tone and should be handled in a positive manner. Proper email etiquette should be followed and replies handled within 2 business days.
- Proper, positive, professional phone etiquette should be utilized at all times with messages followed up within 1 day of receipt.

By signing below, I am acknowledging that I have received and read the Region 1 WorkOne Code of Conduct and Business Ethics. I understand that it is my responsibility to comply with the policy contained therein and any revision made to it. I also understand that if these expectations are not met, I will be subject to corrective measures.

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Signature

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Date

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Please print your full name

As the WorkOne integration is a work in progress, this document will be enlarged and altered to meet the needs of our changing work environment. This document was rewritten by the members of the Professional Code of Conduct Team on 8/30/07. The members responsible for this are:

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Provided by Region 1-Regional Operator

